TelePoint, the CMC telecommunications system, permits the submission of Medi-Cal claims through a modem over existing phone lines. The TelePoint system accepts asynchronous and dial-up transmissions. TelePoint does not require a Medi-Cal Electronic Billing *Claim Certification and Control Sheet* (Form 80-1) to accompany the claims.

Providers who are unsure of the telecommunications method to use should contact their hardware/software vendor or developer or call the CMC Help Desk at 1-800-541-5555, select option 16, then option 11. Instructions for submitting through TelePoint Async and TelePoint Sync are listed in this section.

TELEPOINT FORMATS

TelePoint accepts claim submissions for all Medi-Cal electronic formats, including the ASC X12N 837 v.4010A1. This section describes the field and line default values for this format.

ASC X12N 837 v.4010A1 Format:

The ASC X12N 837 v.4010A1 format is acceptable by Medi-Cal for medical, vision, inpatient, outpatient and long term care services only. There are no default values for ASC X12N 837 v.4010A1 submissions. Since the ASC X12N 837 v.4010A1 standard submissions are variable in nature, only necessary fields and records should be submitted. Refer to the *ANSI ASC X12N 837v.4010A1 Institutional Data Specifications* or *ANSI ASC X12N 837v.4010A1 Professional Data Specifications* sections for more information.

TELEPOINT ASYNC

TelePoint Async requires submitters to use a commercial communications software package that supports either the XModem, YModem or ZModem asynchronous file transfer protocol. These widely used public domain protocols are included in many software packages and may be run from most operating systems including DOS, Windows and UNIX.

TelePoint User Guide

The *TelePoint User Guide* explains the file transfer process for each of these protocols. EDS offers free scripts for use with two popular communications software packages: Procomm and Procomm Plus*. Instructions for using these scripts are included in the *TelePoint User Guide*. To request a copy of the user guide and/or Procomm scripts, submitters may call the Telephone Service Center at1-800 541-5555, and select the CMC prompt option.

* Procomm and Procomm Plus are registered trademarks of Data Storm Technologies, Inc.

Modem

TelePoint Async is compatible with V.32, V.32bis, V.42 and V42bis modems and can accept transmissions of 2400, 4800, 9600 and 14.4K baud. The system also supports MNP Level 4 and V.42 error checking and MNP Level 5 and V.42bis compression. Submitters must set their communications software and modem for eight data bits, no parity and one stop bit. Full duplex is not required but is recommended for speed. The terminal type in the communications software should be set to emulate an ANSI terminal, if available.

Note: Providers must have a modem that supports baud rates of 2400 or higher.

There are separate phone numbers for test and production claims. It is recommended that submitters create a separate dialing directory entry in their telecommunications software for each phone number. The phone numbers are:

- Test 14.4K baud   (916) 638-8127
- Production 2400 baud   (916) 638-9825

If Medi-Cal test lines are in use, the signal will be busy. It is the CMC submitter's responsibility to dial a test number to submit test claims and a production number to transmit production claims. Submitters should be positive which number is being dialed, especially when using scripts to automatically send claims.

OTHER TELEPOINT REQUIREMENTS

This section describes additional TelePoint requirements.

Submitter Password

Submitters must choose a six- to eight-character password and register it with the CMC Help Desk. This alpha and/or numeric password is required for all test or production claims.

Note: The password can contain upper or lowercase letters but not a combination. TelePoint is case sensitive, and the password must be entered exactly as registered with the CMC Help Desk.

Long Distance Transmissions

Providers outside the Sacramento metropolitan area are subject to all long distance phone charges.